

**Appl. No.** : 10/634,633  
**Filed** : August 5, 2003

### **AMENDMENTS TO THE CLAIMS**

1-30: (canceled)

31. (New) A system for handling page request errors, comprising:

an error processing server; and

a client component that runs on a user computing device in association with or as part of a browser program and communicates with the error processing server over a computer network;

wherein the client component is responsive to detection of the unavailability of a target web page requested by the browser program by sending a request to the error processing server, and the error processing server is responsive to the request by using an address of the target web page to select an alternate object to be displayed by the browser program in place of the requested target web page, wherein the error processing server is capable of selecting the alternate object such that priority is given to a first type of alternate object over at least a second type of alternate object;

whereby the system enables an alternate object that is associated with the requested web page to be presented to a user when the requested web page is unavailable.

32. (New) The system of Claim 31, wherein the error processing server is capable of checking a plurality of different sources to identify an alternate object, each source corresponding to a different type of alternate object.

33. (New) The system of Claim 31, wherein the error processing server further causes the browser program to display messages identifying the sources of the alternate objects.

34. (New) The system of Claim 31, wherein the error processing server accesses a table that maps specific URLs to URLs of alternate objects, and uses the table to select at least some of the alternate objects to present to users.

35. (New) The system of Claim 34, wherein the table maps URLs to substitute URLs.

36. (New) The system of Claim 34, wherein the table maps URLs to related URLs.

37. (New) The system of Claim 34, further comprising an analysis component that analyzes clickstreams of users and associated web pages to generate URL-to-URL mappings included within the table.

**Appl. No.** : 10/634,633  
**Filed** : August 5, 2003

38. (New) The system of Claim 31, wherein the error processing server compares a target URL supplied by a user to URLs contained within a clickstream of the user to evaluate whether the user mis-entered the target URL.

39. (New) The system of Claim 31, wherein the error processing server additionally generates at least some of the selected alternate objects.

40. (New) The system of Claim 31, wherein the client component requests an alternate object from the error processing server in response to detecting at least a 404 error.

41. (New) The system of Claim 31, wherein the client component requests an alternate object from the error processing server in response to detecting at least a timeout error.

42. (New) The system of Claim 31, wherein the client component is a browser plug-in.

43. (New) A computer-implemented method of handling page load errors, comprising:

detecting, at a user computing device that runs a web browser, that a browser request for a target web page has resulted in an error of a defined type;

transmitting an address of the target web page from the user computing device to an error processing server;

at the error processing server, using the address of the target web page to identify an alternate web page to display within the browser, said alternate web page not being an archived version of the target web page; and

causing the web browser to display the alternate web page in place of the requested target web page.

44. (New) The method of Claim 43, wherein the error processing server identifies the alternate web page using a pre-specified hierarchy that specifies multiple types of alternate web pages, such that priority is given to a first type of alternate web page over at least a second type of alternate web page.

45. (New) The method of Claim 43, wherein the method comprises the error processing server selecting a secondary type of alternate web page to display within the browser in response to detecting that a primary type of alternate web page is not available.

46. (New) The method of Claim 43, further comprising displaying a message within the web browser indicating at least a source of the alternate web page.

47. (New) The method of Claim 43, wherein the error of a defined type is a 404 error.

**Appl. No.** : 10/634,633  
**Filed** : August 5, 2003

48. (New) The method of Claim 43, wherein the alternate web page is a cached version of the target web page.

49. (New) The method of Claim 43, wherein the alternate web page is a web page retrieved from a URL that is deemed to be a replacement URL for the target web page.

50. (New) The method of Claim 43, wherein the step of using the address of the target web page to identify an alternate web page comprise accessing a URL-to-URL mapping table that separately maps each of a plurality of target URLs to a URL of an alternate web page.

51. (New) The method of Claim 43, wherein the step of using the address of the target web page to identify an alternate web page comprises comparing a target URL supplied by a user to URLs contained in a clickstream history of the user to evaluate whether the user mis-entered the target URL.

52. (New) The method of Claim 43, wherein the alternate web page is generated dynamically by the error processing server system.

53. (New) The method of Claim 52, wherein the dynamically-generated web page includes links to pages that are at least related to the target web page.

54. (New) A method of handling errors associated with browser requests for displayable objects, the method comprising:

detecting, at a user computing device that runs a web browser, that a browser request for a target object at a target URL has resulted in an error of a defined type;

looking up an alternate URL based at least in-part on the target URL, said alternate URL specifying a location of an alternate object, said alternate object not being an archived version of the target object; and

responding to the error by doing at least one of the following (1) retrieving the alternate object from the alternate URL and displaying the alternate object within the web browser, (2) presenting, on the user computing device, a link to the alternate object to allow a user to select the alternate object for display.

55. (New) The method of Claim 54, wherein looking up the alternate URL comprises giving priority to a first type of alternate URL over at least a second type of alternate URL.

**Appl. No.** : 10/634,633  
**Filed** : August 5, 2003

56. (New) The method of Claim 54, wherein the method comprises retrieving the alternate object, and displaying the alternate object within the web browser together with a message indicating at least a source of the alternate object.

57. (New) The method of Claim 54, wherein the error of a defined type is a 404 error.

58. (New) The method of Claim 54, wherein the error of a defined type is a timeout error in which host of the target object fails to respond to the browser request within a selected time period.

59. (New) The method of Claim 54, wherein the alternate object is a cached version of the target object.

60. (New) The method of Claim 54, wherein the alternate object is an object retrieved from a URL that is deemed to be a replacement URL for the target object.

61. (New) The method of Claim 54, wherein the step of looking up an alternate URL comprises accessing a URL-to-URL mapping table that separately maps each of a plurality of URLs to a URL of a corresponding alternate object.

62. (New) The method of Claim 61, wherein the step of accessing the URL-to-URL mapping table comprises accessing a cached version of the table stored on the user computing device.

63. (New) The method of Claim 54, wherein the step of looking up an alternate URL is performed by a remote error processing server in response to a message received from the user computing device.